

Rowan County Department Operational Changes

402 N Main Street Offices

Departments Impacted

- Environmental Health
- Register of Deeds
- Tax Assessor's Office
- Tax Collector's Office
- Planning and Development
- Building Inspections

Operational Changes

Citizens looking to conduct in-person services at 402 N Main Street with the departments listed above will notice a change in flow to adhere to Executive Order 121. Staff will be outside in the parking lot to work with individuals wishing to perform on-site services to ensure safe distancing as mandated and limit the total count of individuals walking through the halls between department suites. You are encouraged to perform services remotely, taking advantage of phone calls, emails, and online services as specified in each department's individual listing.

Airport

Hours

Daily, 8 AM - 8 PM

Phone

704-216-7749

Operational Changes

- All meetings have been canceled through April 30, 2020.
- Customer interactions will adhere to mandated physical distancing protocols.
- Self-service coffee, ice and popcorn have been suspended.
- Tenants have been asked to utilize the phone or email rather than visit the office.
- Visitors are directed to call the front desk for access.

Animal Shelter

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-7768

Operational Changes

- Adoptions and surrenders of stray animals are by appointment only.
- Volunteer program is currently suspended until further notice.
- Dogs currently housed in the Shelter will be moved into foster homes within Rowan County.

Building Inspections

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8619

Operational Changes

- Building inspection requests may be completed online at www.rowancountync.gov/inspectionrequest
- You are encouraged to scan and submit all of your building permit documents to buildinginspections@rowancountync.gov with the information specified below. A permit technician will review your information, call for any additional information needed, review your application, and take payment over the phone.

Requirements for Building Permit Issuance (where applicable)

- Application filled out, including owner's name, job site address, owner's contact number and email address; if known, directions to property, square footage, number of fixtures, HVAC units and Electrical amps, etc.
- Application signed by contractors performing work.
- Zoning Permit from Rowan County or corresponding municipality.
- Flood approval from Rowan County, City of Salisbury, or City of Kannapolis.
- Environmental Permits, Well and Septic, or Salisbury Rowan Utilities (132 N. Main St, Salisbury).
- Lien Agent appointment paperwork (www.liensnc.com).

Cooperative Extension

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8970

Operational Changes

- Extension-related business is by appointment-only.
- All Extension in-person meetings, classes, and workshops are canceled until May 20th, 2020.
- All Volunteer programs (Extension Master Gardener, 4-H, Extension Community Associations) are suspended until further notice.
- Pesticide safety classes will be offered online; please call or e-mail the Extension Center for more information.

Environmental Health

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8525

Operational Changes

- Staff will be outside in the parking lot to work with individuals wishing to perform on-site services to ensure safe distancing as mandated and limit the total count of individuals walking through the halls between department suites.
- Payments are accepted via credit card (receipt-needed must be signed; debit requires a PIN), check or cash.
- Questions or concerns may be shared via telephone.

Septic and Well

- Clients may apply for new septic, wells and repairs via paper copies in office.
- Septic and Well permits may be picked up in-person or requested by email at environmentalhealth@rowancountync.gov but must be submitted and paid for in-person.

Food and Lodging

- Most Food and Lodging applications may be requested by email at environmentalhealth@rowancountync.gov and clients can mail back in with payment.

Water Samples

- Water sample applications may be requested by email at environmentalhealth@rowancountync.gov and returned in-person for payment.
- Water sample results may be sent via email at environmentalhealth@rowancountync.gov.

Environmental Management

Hours

[View by location](#)

Phone

704-216-8589

Operational Changes

- Volunteer program is suspended effective March 26, 2020. Community Service program participants who may report to any of our sites will be asked to leave and contact the Community Service Program (NC DPS) office.
- Modification to our practice of performing customer cash transactions allows us to adhere to mandated social distancing protocols.

Health Department

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8777

Operational Changes

- Beginning Tuesday, March 24, 2020 at 8 AM, access to the Health Department will be limited to the badge access only doors on the side of the building. Rowan County Health Department staff will start performing COVID -19 screening for each staff member reporting to work and each client for an appointment.
- Late Clinics are cancelled until further notice.
- No walk-in appointments.
- For scheduled appointments, we are limiting to minor and 1 parent or if an adult appointment, then client-only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/animals.
- **Care Management** staff will continue services via phone communication only.
- **Dental clinic** will be open to emergency situations only. For emergency clients, we will limit to the client and 1 parent. For appointment information, please call 704-216-8796.
- **Family Health Services** will provide the following services only: communicable disease, immunizations, prenatal, and sick visits; however, no walk-in appointments. We are limiting appointments to minor and 1 parent, or adult client only. Special accommodations will be made for adult clients who are disabled, elderly, and those with assistive devices/animals. For appointment information, please call 704-216-8782.
- **WIC program** is operational as normal with the exception of no walk-in appointments. All appointments must be made ahead of time by dialing 704-216-8797 and please leave a message. This appointment line will have up-to-date information regarding changes to the WIC Program operations if any. We are requesting only the WIC client attend WIC appointments or one adult attend the child(ren)'s WIC appointment.

Library

Hours

Monday - Friday, 9 AM - 6 PM

Phone

980-432-8670

Operational Changes

- The library has added a new central phone number, 980-432-8670, to better assist customers.
- Effective Saturday, March 28th, all three branches will operate Monday through Friday, 9 AM to 6 PM, closed Saturday and Sunday.
- Operations are limited to curbside-only. Effective Monday, April 13, curbside pick up service will be by advance appointment only, with appointments available on Tuesdays and Thursdays.
- Computer labs are now closed to the public.

Parks and Recreation

Hours

[View by location](#)

Phone

704-216-7800

Operational Changes

- Tennis courts at Ellis Park and Dan Nicholas Park are closed until further notice effective April 8, 2020, per US Tennis Association guidelines.

- All restrooms in our parks are closed until further notice effective Wednesday, March 25, 2020.
- Dan Nicholas, Ellis, and Sloan parks provide free WiFi during operating hours, but we ask that you please comply with social distancing recommendations.
- Playgrounds and shelters at all parks are closed until further notice.
- All amenities and attractions at Dan Nicholas Park are closed including train, carousel, mini-golf, gem mine, paddle boats, shelters, Rowan Wild, The Barnyard and Nature Center until further notice. All programming has been cancelled until further notice.
- All organized baseball and softball play at county parks is suspended until further notice.
- The Dan Nicholas Park Campground is closed until further notice.
- Weekend transportation to the top of Dunn's Mountain Park is suspended until further notice.

Therapeutic Recreation Events

- Club Rec Tuesday, Club Rec Friday, Ramblers, TRips: Canceled through April 30th
- Community Partner Programs: Canceled through April 30th
- Shakers Dance for March: Canceled
- 32nd Annual VIP Miniature Golf Tournament: Canceled
- Special Olympics: All events canceled through May 31st including Summer Games

Salisbury/Rowan Senior Games & SilverArts Events

- SilverArts Art Show and Extravaganza: Postponed until a future date TBA
- Senior Games: Registration is currently on hold until further notice

Planning and Development

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8588

Operational Changes

- Planning and Development Department will begin limiting access to its offices located at 402 N. Main Street, Salisbury, NC to one client at a time beginning Wednesday, April 1, 2020

Development Permits

Zoning and Preliminary Zoning Permits may be obtained by Phone or Email, but an active and valid email address is needed to receive the zoning permit upon issuance. In most cases the zoning permit may be "handed off" to the Inspections Department for processing. Phone inquiries should be made to 704-216-8588 and will be directed accordingly. If prompted, please leave a message or submit an email to either rebecca.Bost@rowancountync.gov or aaron.Poplin@rowancountync.gov. Staff will respond to email and phone inquiries as quickly as possible, but delays should be expected due to call volume or as the staffing situation changes.

General Development Questions - Questions related to zoning, subdivision, floodplains, etc. may be directed to one of the following staff members by phone or email:

Staff Name	Phone Number	Email Address
Ed Muire	704-216-8599 or 704-202-4144	Ed.Muire@rowancountync.gov
Aaron Poplin	704-216-8600	Aaron.Poplin@rowancountync.gov
Shane Stewart	704-216-8602 or 704-213-8463	Shane.Stewart@rowancountync.gov

Subdivision Approvals and Plat Reviews

A PDF of the proposed subdivision should be sent to either Shane Stewart or Aaron Poplin at the email address above for review and comment. When directed by Staff that the plat is ready for approval, drop the plat off at 402 N. Main Street at the curbside tent. You will receive a phone call or email when the plat is ready for pick up and recording. This same procedure may be utilized for Review Officer signatures.

Addressing

All addressing inquiries should be directed to Kayla McIntyre at 704-216-8603 or kayla.Mcintyre@rowancountync.gov.

Nuisance and Solid Waste Enforcement

County zoning and solid waste complaints should be directed to Lloyd Pace at 704-216-8598 or Lloyd.Pace@rowancountync.gov. Drive-by investigations of the complaints will be conducted for each, but enforcement activities will be prioritized and focus on the most egregious violations. Violators will be notified by mail.

Other Inquiries

Please direct any related comments, questions or other inquiries to Ed Muire at the phone numbers or email address above or to schedule a Zoom "conversation" with one of the staff members.

Register of Deeds

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8626

Operational Changes

- Notary Oath issuance is by appointment only; 8 AM to 4:45 PM
- Marriage License issuance is by appointment only; 8 AM to 4 PM (704-216-8626). We are encouraging couples who are seeking a marriage license to complete the [Online Marriage Application](#) prior to arrival. Additional marriage information can be found on our [Marriage License Information page](#).
- We strongly encourage the following requests to be completed via [Online Vital Record Request](#):
 - Certified Birth Certificate
 - Certified Death Certificate
 - Certified Marriage License
- Land record and genealogy research can be achieved via [Online Document Search](#).
- Thank-A-Vet discount card issuance has been suspended until May 1, 2020
- Passport Services have been suspended until May 1, 2020
- We encourage anyone seeking to record a document to use [Electronic Recording](#).
- For any additional information, citizens may contact us at 704-216-8626.

Social Services

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8330

Operational Changes

The following Programs are mandated services that will continue being provided:

- Medicaid applications and determinations
- Food and Nutrition Services applications and determinations
- Work First Family Assistance applications and re-certifications
- Adult Services including Special Assistance, APS, Guardianship
- Child Support
- Energy Programs

- Non-Emergency Medicaid Transportation
- Children's Services including CPS, Foster Care, In-Home Services, Adoptions
- Subsidized Child Care
- Refugee Assistance

How to apply for benefits:

- Residents are encouraged to utilize the online application tool known as the Electronic Pre-Assessment Screening (e-PASS) to apply for Food and Nutrition, SNAP and Medicaid using the following link: <https://epass.nc.gov/CitizenPortal/application.do>.
- Applications must be mailed, faxed, dropped off to agency, or completed online electronically.

Applying for benefits from home:

- The State website also has applications via Word documents that you may print out from home for all programs that include FNS, Medicaid, Energy, Work First and Subsidized Child Care Assistance. If you do not have access to a computer, you may stop by the DSS office to pick up a paper application and submit it at front reception tables or via our external drop box. We encourage you to use the best method for you in order to apply for any benefits you may need.
- All interviews will be held via telephone. For those customers without a phone, one is available in our lobby interview room.

How to reach your case worker:

- If you are already receiving benefits and have questions, please call 704-216-8330 and you will be put into contact with your current caseworker.

Adult Protective Services

- There is 24 hour availability to report adult abuse, neglect or exploitation 704-216-8331. Call Rowan County Communications at 704-216-8500 after normal business hours.

Child Protective Services

- There is 24 hour availability to report child abuse or neglect 704-216-8499. Call Rowan County Communications at 704-216-8500 after normal business hours.

Foster Care

- In-person visitation for foster youth has been temporarily suspended. Virtual visits will be arranged for parents through Skype, Facetime and Zoom. It is important that parents stay in contact with their social workers. General contact number for child welfare is 704-216-8440. This process will be reviewed in 30 days.
- Rowan One Church One Child Assistance Center at Main Street United Methodist Church will be closed beginning Thursday, March 19 until April 6, 2020, and will not be accepting donations during this time.

Child Support

- No walk-in appointments. Call 1-800-992-9457 for general information. Questions about upcoming court dates, please call 704-216-8302.

Tax Administration

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8544

Operational Changes

Please refrain from physically visiting our offices by taking advantage of the following alternatives in order to have your concerns addressed. In addition to the below information, you may also visit www.rowancountync.gov/tax.

Tax Collector Office

- For payment of 2019 tax bills, please do so through the following website: <http://taxsearch.billbridge.com> using Google Chrome. If you should require assistance with the process, please call the Tax Collector office at 704-216-8544.
- If you would prefer to mail in your tax payment, you may address it to Rowan County Tax Collector at 402 N. Main St. Suite 101, Salisbury, NC 28144. If you wish to pay on taxes owed from 2018 and earlier, you may do so through the following site, <http://www.officialpayments.com> and use jurisdiction code 4340 (or call 1-800-272-9829). You will need the 7-digit bill or receipt number.
- For payments on vehicles taxes, please contact the DMV Tag Office at 130 E Kerr St, Salisbury, NC 28144. Or you may call them at 704-633-5312 for assistance.
- In addition, you may also drop off your payments into the Tax Collector drop-box located on the side of the building facing F&M Bank. Also, if you have additional questions regarding the payment of past or current taxes, you may call 704-216-8544 or send an email to: taxcollector@rowancountync.gov and you will be contacted as soon as possible.

Tax Assessor Office

- For questions or concerns pertaining to real estate values, please call 704-216-8586 or email taxdept@rowancountync.gov.
- For questions or concerns pertaining to personal property, please call 704-216-8558 or for business personal property please call 704-216-8571. Or send an email to the previously provided address.
- For questions or concerns in regards to registered vehicles, please call 704-216-8583 or, again, send an email to the provided address.
- If you have online appeals to be filed, they may be done through the Rowan County website. Or, forms may be printed off, completed, and emailed to appraisal.dept@rowancountync.gov.
- Forms in regards to elderly/disabled exemptions can also be found on the website as well, and they can be dropped off using the drop-box located on the side of the building facing F&M Bank.

Telecommunications

Phone

704-216-8500

Operational Changes

- Access to the Rowan County 9-1-1 Center has been restricted to employees only.
- Information requests from citizens should be made through <https://www.rowancountync.gov/911recordrequest>

Transit

Hours

Monday - Friday, 8 AM - 5 PM

Phone

704-216-8888

Operational Changes

- Scheduled routes are assigned in compliance with mandated physical distancing protocols.
- Customer interactions will adhere to mandated physical distancing protocols.

West End Plaza

Operational Changes

- While citizens can still access County Government services at West End Plaza, walking for the purpose of exercise inside has been suspended.